



Family Matters Parent Training & Information Center

Fact Sheet: Conflict Resolution in Special Education

1. Reduce opportunities for conflict to arise. Practice excellent communication skills when partnering with your school team. Share your concerns and ideas clearly verbally and in writing. Fully participate in decision-making and share concerns in a timely manner.
PACER Center: <https://www.pacer.org/parent/php/PHP-c254.pdf>
2. Whenever possible, be prepared to offer constructive suggestions and ideas as a member of the IEP team. If you need support to participate fully, consider reaching out and seeking the assistance of a volunteer advocate. Contact your Parent Training and Information Center for more information: <https://www.parentcenterhub.org/find-your-center/>
3. Consider a Facilitated IEP through the Illinois Board of Education. A trained facilitator will be assigned to assist the team in working together in a positive and productive way.
More here: <https://www.isbe.net/Pages/IEP-Facilitation-System.aspx>
4. If you are having difficulty working together as an IEP team, consider agreeing as a group to complete the CADRE Working Together Training Series, which will give the IEP team members concrete guidance and improve team partnership skills:
<https://www.cadeworks.org/resources/cadre-materials/working-together-series>
5. Explore Conflict Versus Collaboration by James C. Melamed, J.D., and John W. Reiman, Ph.D. from CADRE here: https://www.cadeworks.org/sites/default/files/resources/Collaboration_0.pdf
6. Make sure you understand all available options in dispute resolution. Check out this comparison chart from CADRE:
<https://www.cadeworks.org/sites/default/files/resources/Dispute%20Resolution%20Process%20Comparison%20Chart.pdf>
7. Review the Conflict Resolution options through a series of CADRE guides:
<https://www.cadeworks.org/resources/cadre-materials/idea-dispute-resolution-parent-guides>
8. Explore Illinois State Board of Education Conflict Resolution resources and review key Illinois practices here: <https://www.isbe.net/Pages/Special-Education-Effective-Dispute-Resolution.aspx>

The contents of this (type of publication) were developed under a grant from the US Department of Education, #H328M200072. However, those contents do not necessarily represent the policy of the US Department of Education, and you should not assume endorsement by the Federal Government. Project Officer David Emenheiser.